Orders Overview

The guides in this section detail general order information (such as order statuses and attributes), appeasements and returns, editing orders and their shipments in the Admin UI, and processing order payments.

The Order Process

When a shopper with an active cart proceeds to checkout, an order is created. When the order is created, the shopper's cart empties and its items apply to the order. The order calculates all sales tax, shipping and handling fees, and discounts for line items and for the entire order. The order captures the shopper's contact information, fulfillment information, and payment at checkout. After checkout is complete, the order performs payment processing and fulfills the order.

While Order Management-only implementations do not support a storefront checkout, orders are still imported into the system and are displayed in the Admin UI along with all shipment data.